



# Healthwatch Lincolnshire

Annual Report 2020-21

hw | lincs healthwatch  
Lincolnshire  
*Proud to deliver....*

# Independent Consumer Champion



Signposting



Watchdog



Influencing

# Together

- ✓ Service providers
- ✓ Commissioners
- ✓ Patients and service users



# Highlights 2020-21



# Highlights



1,069 people

Number of people who shared their experiences directly with us. (not including surveys)



480,214 people

Number of people we reached across social media



35,315 page views

Number of page views on our website



# Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic.

The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped people by:

- Providing up to date advice on the COVID-19 response locally – Vaccination Webinar
- Supporting the community volunteer response & vaccine roll out
- Sharing peoples views and experiences – COVID-19 Survey (Over 3000 responses)

# COVID-19 Survey

Over this time we had **3,049** responses.

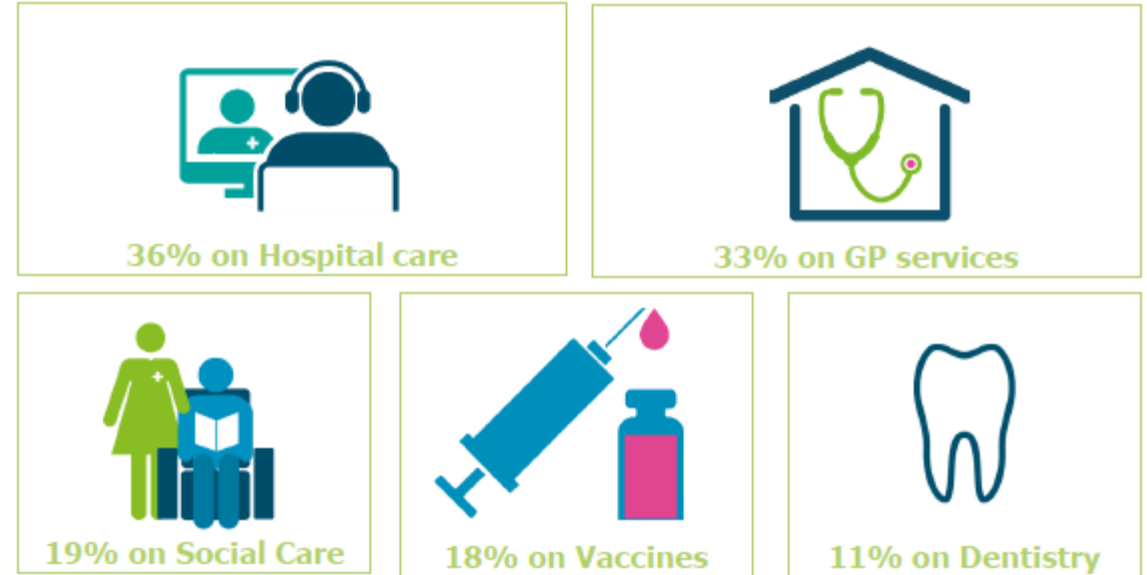
- 46% felt that health services were impacting on their health and care negatively and were 'in essence' letting patients down.
- Delayed access to care and treatment at hospital
- Concerns over digital health, and whilst some embraced it, others felt that vital assessment, diagnosis and treatment was being missed through a lack of physical examinations and referrals.

The results were shared locally and nationally with healthcare organisations which helped them better understand the impact Covid19 was having on people.

# Information & Signposting

The key questions people were asking included:

- How can I find an NHS dentist?
- How do I contact my GP, I can't get through on the phone?
- Asking for support in relation to Vaccinations and how and when they would receive a vaccine



## Signposting Directory

We developed a Signposting Directory containing a range of frequency asked about services that can be accessed by the public.



# Stroke Services

Our work with stroke patients and carers was shared with the key service providers. Recommendations were to be reviewed through the patient experience group to pick up any actions and to trigger discussions.

## **As a result of the specific recommendations made:**

- There is a plan to introduce the opportunity for patients to self refer back into the service.
- Plans for Stroke Association to be involved with the 6 month reviews
- Cardiovascular team setting up a formal review by the wider stroke team
- Positive feedback at ULHT Patient Experience Committee include developing an action plan and acquiring funding for Clinical Psychologists



# The National Voice

Healthwatch Lincolnshire is part of the Healthwatch network. Healthwatch England (HWE) is the national organisation. Local Healthwatch information is used by them to help build the national picture.

## **Networking with Healthwatch England**

We were invited to present to the wider Healthwatch Network at the “Developing Rapid Response: community insight in a crisis engagement event”. We were able to highlight our work in taking the YourVoice@healthwatch Event from a face to face event to a digital arena.

## **Hospital Discharge**

Healthwatch Lincolnshire took part in a joint national survey with Healthwatch England and the British Red Cross to understand people’s experiences of hospital discharge. We fed back what Lincolnshire people had to say.

# Making a Difference

Thanks to thousands of people telling us their stories of care during the pandemic, we have regularly updated national and local health and care decision-makers about the persistent issues people have faced.

## **CAMHS**

Child and Adolescent Mental Health Services National Health Service England (NHSE) had been made aware of our previous work with Children and Young People on the CAMHS service. Further to this previous work, NHSE have introduced a home treatment model, which was one of the recommendations in the original report. This means service users now receive care closer to home.

## **Cannulas**

A patient brought to our attention the use of a 'defective' batch of cannulas that were being used within United Lincolnshire Hospitals. The hospital quickly, along with the cannula manufacturer, resolved the issues, making sure defected cannulas were disposed of and no longer in use.

## **GP access**

Our report highlighting the difficulty Lincolnshire residents have had accessing GP services was acknowledged by the CCG as 'one of the most valuable that has been shared as it refers to patient experience directly.' We continue to work with the CCG, GP practices and primary care partners to help improve patient access across Lincolnshire.

# Adapting

Throughout this year despite the pandemic we have continued to:

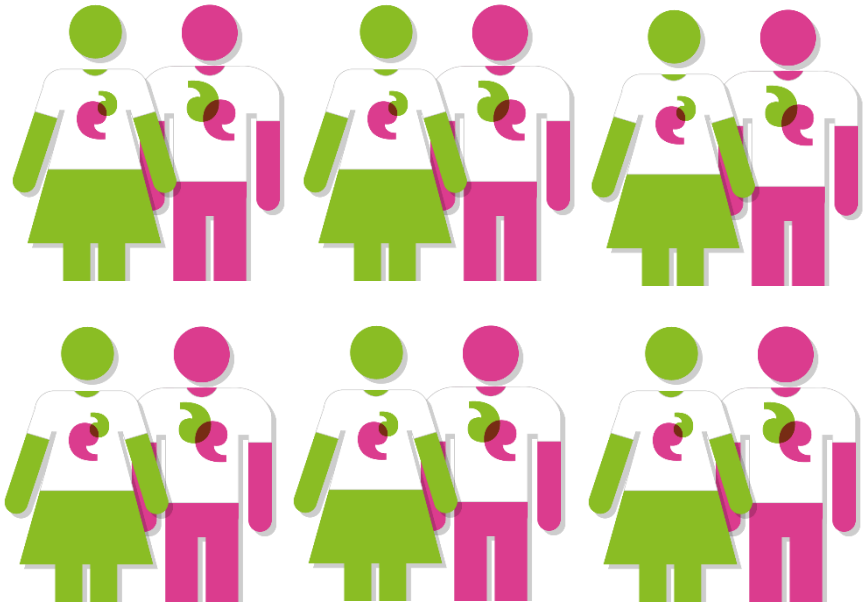
- Work with various community's and groups including Gypsy and Traveller community, wheelchair users, Young Voices, Arthritis Support groups and those supporting people living with sensory loss.
- Continued our representation at key health and care meetings and provided input into the national voice through Healthwatch England.
- We explored the world of hosting virtual events and webinars including our Your Voice@Healthwatch which, covering Hospital Transport, Hospital Discharge and Urgent and Emergency Care Services. As well as A Cuppa with....Signposting and Advice Sessions



Thank You  
Thank You  
Thank You



**42 Volunteers**



**2084 hours**

# Healthwatch Future Plans

Our Activities August - October 2021

## Getting to the heart of social care needs

Over the next year we want to hear more about experiences of social care. We will be running a campaign to encourage more people to share their social care experiences whether they are good or identifying areas for improvement.

## Mental Health & Self-Harm

As a result of our work on suicide prevention, we were informed about a gap in knowledge in Lincolnshire around self-harm, therefore will work with LCC (Public Health) and other partner organisations (i.e., MIND, Shine, LPFT, CAMHS) to understand the reasons behind why people self-harm as well as identifying what support services would help them and how these could best be delivered.

## Communication

Over the last few years communication issues are something that comes up consistently through Healthwatch insight. Using existing data we will compile a report to address patient concerns and how it can be improved. We will also be asking the public what good communication should look like in Lincolnshire health and care?





# Healthwatch Future Plans 2021 - 22

Our Activities October 2021 - September 2022

## Overall theme

**Integrated Services** – *services users experiences of social care and health working together in Lincolnshire*

- Identifying what works
- What needs improving
- *What needs are not being met?*
- *Gaps in service provision*

# Healthwatch Future Plans 2021 - 22

## Our Activities October 2021 - September 2022

Moving into our new contract year it is important that we acknowledge the impact the COVID19 pandemic in Lincolnshire is having. We want to gather views from the public on COVID-19 recovery to support & influence service changes to help improve patient experience & outcomes.

### Healthwatch England

We will be supporting a national campaign to learn about the impact of delays on people, how they are coping while they wait and what support they think would help them better manage their health. The aim is to help services understand how the five million people currently waiting for hospital treatment can be better supported.

**Making health and care information accessible:** This will launch in January 2022 and potentially run over 18 months. The aim is help NHS, and social care decision-makers understand the steps needed to ensure people get clear and accessible information that helps them make decisions and get the most out of services.

### HWLincs

We will support HWLincs with their digital health work which will help to support those with barriers to health and care services to support our most digitally challenged public with their access and services to primary and secondary care services.

# Healthwatch Lincolnshire Objectives 2021 - 22

To provide timely & accurate information and advice to the public to enable them to make informed choices for their health & care needs.

To gather views from the public on COVID-19 recovery to support & influence service changes to help improve patient experience & outcomes.

To gather views from the public to help influence the delivery & commissioning of health & care services that affect them, including as part of The Integrated Care System

To work with key stakeholders & organisations to support & influence service improvements in health & care.

To Improve our awareness and reach across Lincolnshire to ensure people know of us, contact us for advice and share their experiences with us.



For more details visit  
[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)



Whether your experience of care is good or bad – we want to hear it.

**#BecauseWeAllCare**

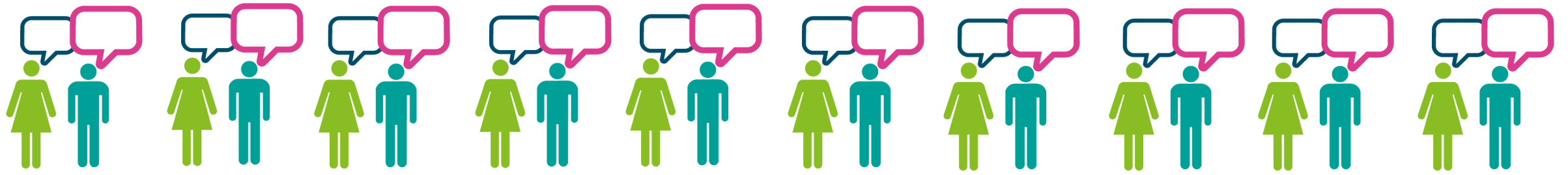
**healthwatch**

# Get in touch

- Over the telephone
- Through our website
- Use our feedback form
- Email, letter or in person







**Your voice counts...**

**...and with you, we can  
make a difference**



A young man with short brown hair and black-rimmed glasses stands in a brightly lit hospital hallway. He is wearing a light pink button-down shirt under a dark blue bomber jacket. He has a neutral expression and is looking directly at the camera. The background is a blurred hospital corridor with yellow walls, overhead lights, and a glass door to the right.

Tell us how the  
pandemic affected your  
care?

**#BecauseWeAllCare**

**healthwatch**



Call: 01205 820 892

[www.healthwatchlincolnshire.co.uk](http://www.healthwatchlincolnshire.co.uk)